

**GOVERNMENT OF INDIA  
TOURISM  
LOK SABHA**

UNSTARRED QUESTION NO:1260  
ANSWERED ON:03.08.2006  
PROFIT LOSS POSITION OF ITDC .  
Reddy Shri Mekapati Rajamohan

**Will the Minister of TOURISM be pleased to state:**

- (a) The profit/loss position of India Tourism Development Corporation (ITDC) during each of the last three years alongwith the reasons for losses, if any;
- (b) Whether ITDC proposes to expand its business by opening more duty free shops/outlets;
- (c) If so, the details thereof; and
- (d) The other steps being taken to improve the profitability of the company?

**Answer**

THE MINISTER OF TOURISM AND CULTURE (SMT. AMBIKA SONI)

(a): ITDC has earned net profit(before tax) during the last three years as per details given below:-

| Year           | Net Profit (Before Tax) (Rs. in crore) |       |
|----------------|----------------------------------------|-------|
| 2003-04        | 02.86                                  |       |
| 2004-05        |                                        | 31.16 |
| 2005-06 (Prov) | 39.03                                  |       |

(b) & (c): ITDC has participated in the global tender for the operation of Duty Free Shops at ten Airport Authority of India(AAI) controlled airports. ITDC has also contacted the authorities of the new airports at Bangalore and Hyderabad for the operation of duty free shops.

(d): ITDC has taken following steps to improve the profitability of the company:-

- (i) Intensification of marketing efforts, both at the corporate and unit levels.
- (ii) Ensuring better customer services.
- (iii) Adding new customer facilities/services.
- (iv) Formulation of strategies to identify new client segments.
- (v) Human resource development to improve services standards of the hotels.